connected to a network database 5 through the use of a PC at terminals 1, 2 and 3. A manager is also connected to the network database 5 through a PC at terminal 4. Those of ordinary skill in the art will understand that a PC with a Pentium processor, 16 megs of RAM, a 5 meg hard-drive, an operating system (such as Windows '95 or higher) and a 56k modem or network connection are adequate to implement the present invention. In its most basic embodiment the entire system can be provided on a single PC with a Pentium processor, 64 megs of RAM, a 5 GB hard-drive, an operating system (such as Windows NT or similar operating system) that multiple user's have access to. Likewise, in a hardwired embodiment, similar components may be provided in a hardwired form.

Page 13, table:

Task based	**Employee based**	**Employee Specific**
Harder than expected	Health	Children sick
Easier than expected	Too much work	Family emergency
Training needed	Too little work	Tired / NBA finals
New equipment	Bored	Asthma acting up

Page 13, last ¶:

As shown in figure 5 after a task has been assigned, the task needs to be scheduled 22, 24. Scheduling is accomplished by having the employee, or in some

embodiments the employer, assign start and stop dates 26. Although the present invention is described with respect to start and stop dates, those of ordinary skill in the art will recognize that the invention may be implemented using a start date and a number of working hours or in any other time and work measurement system, such as a start date and cost. The start and stop dates set the standard against which the scheduler's planning abilities are measured. It is also expressly contemplated that a default start and stop date may be provided with the task that the employee may modify.

Page 17, 4th ¶:

If the employee chooses to view tasks 80, the system retrieves the tasks assigned to that employee 66 and displays them 68. If the task is new 70, the employee is provided with the ability to set the anticipated start and stop date 78. If the tasks is an existing tasks 74, the employee may update their progress 72 on any of the tasks 74. In addition, for each task that receives a data input, the employee is requested to enter a verb and/or to select a verb from a predetermined list. The logic diagram is ended at 81.

Page 18, 3rd full ¶:

When churn is encountered, it is important to know if the reason 38 for the churn and whether it has anything to do with the task itself or the individual who performed the task. The verb associated with the positive churn rate is analyzed to determine what if any effect it should have on an assigned risk factor 40.

Page 21, 1st full ¶:

Tasks are first extracted 86 and the associated churn and verbs are determined 88. The churn is classified as positive or negative 90. The verb, reason for the churn, is then analyzed 92. If verb categories are used, the verb can first be compared to the known employee dependent verbs 94. If the verb is employee based, in other words unique to that employee, the verb is compared to an expected norm value and a risk factor is assigned 96. The risk factor is recorded in a database 98 and, if necessary, an overall risk factor is modified 100 for the employee. If the churn is not employee dependent 94, the churn is next analyzed to determine if it is task related 102. If the churn is task related the churn is compared to a norm and assigned a weight 110 and the information is recorded 112. Likewise, the overall risk factor associated with that task may be modified 114. If the churn is not related to the employee or a particular task, it is classified as environmentally related 104. The churn is recorded 106 and the overall environmental risk factor associated with environmental related churn is modified 108. If another task/churn requires analyzing 115, it is sent through the same process until the program ends 116.

Page 22, 4th ¶:

One example of a predictive management center 118 is shown in figure 10. Tasks are identified 120 along with available employees 122 and the environment 124. Each employee's risk profile is extracted 126 from a database. Next, the tasks that will need to be completed are compared against the tasks that the employee's have performed in the past 128. Environmental and employee personal risk is added at step 130 and an average time for each task is computed together with a composite risk factor 132. Tasks that do not have a direct match 134 are identified and either an estimation is made by the